



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re applications of:

Group Art Unit:3629

WILLIAM T. ROWSE ET AL.

Examiner: Jonathan P. Quellette

Serial Nos.: 09/547,661
09/547,650

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN, and
METHOD FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket Nos.: 200-0053 (FMC 1185 PUS)
200-0054 (FMC 1186 PUS)

Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

Sir:

DECLARATION UNDER 37 C.F.R. § 132

I, **WILLIAM T. ROWSE**, do hereby declare:

1. I am an inventor of the inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650, each filed on April 12, 2000.

2. I am the President of MediaMagic Corporation, having its primary place of business at 143 Brookside Drive, Bedford, NJ, 07718. *BELEFORD [Signature]*

3. Experimental embodiments of the inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650 were first piloted at various Ford Motor Company dealerships on October 4, 1999. This fact is memorialized by the "Digital Imaging Install Schedule" shown in Appendix B. These experimental embodiments underwent re-engineering and were not perfected until spring 2000.

4. The "Digital Imaging System" web page reference that the Examiner identifies in Paper No. 13 was not available at www.mediamagik.com until September 2002.

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:

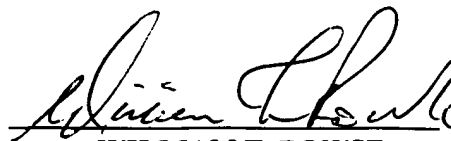
5-5-03
Date of Deposit

JOHN S. Le ROY
Name of Person Signing

[Signature]
Signature

5. The inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650 were not in public use or on sale before April 12, 1999.

Date: 4/24/03


WILLIAM T. ROWSE

DIGITAL IMAGING INSTALL SCHEDULE - WEEK OF OCTOBER 4, 1999

| P&A Code | Number of Sites | Scheduled Time | Dealership | Address | City | State | ZIP Code | Phone # | FordStar Dealer | FSN (PES) # | Computer Name Used | Computer Password | Computer Phone # |
|----------|-----------------|----------------|-----------------------|----------------------|----------|------------|----------|--------------|-----------------|-------------|--------------------|-------------------|------------------|
| 01864 | 1 | 1:00pm | Magic Ford | 23920 Creekside Road | Valencia | California | 91355 | 805-333-6600 | X | FSN-08164 | MAGIC | 21566449* | (661) 297-0346 |
| 11442 | 2 | 9:00am | Plano Lincoln/Mercury | 333 W. Plano Parkway | Plano | Texas | 75075 | 972-983-9122 | X | FSN-11270 | PLANO | 41503164* | 214-770-9183 |

TUESDAY, OCTOBER 5, 1999

| | | | | | | | | | | | | | |
|-------|---|--------|---------------------|----------------------------|----------|------------|-------|--------------|--|--|-------------|-----------|----------------|
| 00835 | 1 | 8:00am | Pre-Delivery Center | 4500 Etiwanda Ave - Bldg A | Min Loma | California | 91752 | 909-681-2111 | | | PREDELIVERY | 10793614* | (909) 338-0205 |
|-------|---|--------|---------------------|----------------------------|----------|------------|-------|--------------|--|--|-------------|-----------|----------------|

Eddie Rodriguez Mike Parker Rick Andrews

WEDNESDAY, OCTOBER 6, 1999

| | | | | | | | | | | | | | |
|-------|---|--------|---------------|-------------------|--------|------------|-------|--------------|--|--|----------|-----------|----------------|
| 07900 | 1 | 9:00am | Shamrock Ford | 7499 Dublin Blvd. | Dublin | California | 94568 | 925-829-5211 | | | SHAMROCK | 67247994* | (925) 606-9460 |
|-------|---|--------|---------------|-------------------|--------|------------|-------|--------------|--|--|----------|-----------|----------------|

Shamrock Service Writer Names to be Added to System: Tom Kearney Roger McCloud Mike Weldon Bury Xavier

| | | | | | | | | | | | | | |
|-------|---|--------|---------------|--------------------|--------|-----------|-------|--------------|--|--|---------|-----------|----------------|
| 04582 | 1 | 9:00am | Don Bohn Ford | 3737 La Palco Blvd | Harvey | Louisiana | 70058 | 504-348-9742 | | | DONBOHN | 01924287* | (304) 585-1120 |
|-------|---|--------|---------------|--------------------|--------|-----------|-------|--------------|--|--|---------|-----------|----------------|

Don Bohn Service Writer Names To Be Added to System: Cary Delaune William Worthington Laura Yerby Steve Ziblich

| | | | | | | | | | | | | | |
|---------|---|--------|----------------|------------------|------------|---------|--------|--------------|--|--|-----------|-----------|----------------|
| B8123 @ | 2 | 9:00am | Discovery Ford | 850 Brant Street | Burlington | Ontario | L7R2J5 | 905-632-8696 | | | DISCOVERY | 90013714* | (905) 529-4601 |
|---------|---|--------|----------------|------------------|------------|---------|--------|--------------|--|--|-----------|-----------|----------------|

Discovery Service Writer Names to be Added to System: Frank Hido Frank Oterspoor Rick Wrobel

THURSDAY, OCTOBER 7, 1999

| | | | | | | | | | | | | | |
|-------|---|--------|---------------|--------------------|------------|------------|-------|--------------|--|--|----------|-----------|----------------|
| 07863 | 1 | 9:00am | Downtown Ford | 525 N. 16th Street | Sacramento | California | 95814 | 916-442-6931 | | | DOWNTOWN | 62806784* | (916) 368-0241 |
|-------|---|--------|---------------|--------------------|------------|------------|-------|--------------|--|--|----------|-----------|----------------|

Downtown Service Writer Names to be Added to System: David Hall Matthew Kallagere Robert Lisievska Tim Milberger

| | | | | | | | | | | | | | |
|---------|---|--------|-------------|------------------|---------|---------|--------|--------------|--|--|--------|-----------|----------------|
| B1102 @ | 1 | 9:00am | Summit Ford | 12 Carrier Drive | Rendale | Ontario | M9V2C1 | 416-741-6221 | | | SUMMIT | 46576159* | (416) 367-8122 |
|---------|---|--------|-------------|------------------|---------|---------|--------|--------------|--|--|--------|-----------|----------------|

Summit Service Writer Names to be Added to System: Brent MacDonald Steve Vickers

| | | | | | | | | | | | | | |
|-------|---|--------|---------------|--------------|---------------|--------|-------|--------------|---|-----------|----------|-----------|--------------|
| 12805 | 1 | 9:00am | Bob Sight L/M | 7701 Metcalf | Overland Park | Kansas | 66204 | 913-381-0208 | X | FSN-12805 | BOBSIGHT | 38766156* | 816-843-4301 |
|-------|---|--------|---------------|--------------|---------------|--------|-------|--------------|---|-----------|----------|-----------|--------------|

Bob Sight Service Writer Names to be Added to System: Mike Gries Joe Montgomery David Stewart Chris Tomic

| | | | | | | | | | | | | | |
|-------|---|--------|-----------------------------|-------------------|---------|------------|-------|--------------|--|--|------------|-----------|----------------|
| 08503 | 1 | 9:00am | Gus Johnson Ford (McCollum) | 8300 East Sprague | Spokane | Washington | 99212 | 509-924-1000 | | | GUSTOHNRON | 93304607* | (509) 326-0318 |
|-------|---|--------|-----------------------------|-------------------|---------|------------|-------|--------------|--|--|------------|-----------|----------------|

G Johnson Service Writer Names to be Added to System: Dan Schaeffer Ron Fuller John Mosher Paul Winer

GOOD NEWS - NO INSTALLS ON FRIDAY

@ Please use a 9 in place of the alpha character B in the P&A code for the two Canadian dealers.

Note: Please make sure that you insert the P&A code as stated in the P&A column, except for Canadian dealers.

DIGITAL IMAGING INSTALL SCHEDULE - WEEK OF OCTOBER 12, 1999

| P&A Code | Number of Sites | Scheduled Time | Destination | Address | City | State | ZIP Code | Phone # | FordStar Dealer | FSN (PES) # | Computer Name Used | Computer Password | Computer Phone # |
|--|-----------------|----------------|------------------|-------------------|------------|----------|----------|--------------|-----------------|-------------|--------------------|-------------------|------------------|
| 10628 | 1 | 9:00am | Metropolitan L/M | 6507 Preston Road | Louisville | Kentucky | 40219 | 502-964-2000 | | | METROPOLITAN | 700433502* | (502) 368-6250 |
| Service Writer Names To Be Added to System: Doug Shipp (Metropolitan Lincoln/Mercury) | | | | | | | | | | | | | |

| | | | | | | | | | | | | | |
|---|---|---------|-------------------|------------------------|-----------|---------|-------|--------------|---|-----------|----------|-----------|----------------|
| TUESDAY, OCTOBER 12, 1999 | | | | | | | | | | | | | |
| 07257 | 1 | 9:00am | T. E. Clarke Ford | 5715 Darrow Road | Hudson | Ohio | 44236 | 330-636-3939 | X | FSN-02357 | TECLARKE | 81064907* | 216-781-7598 |
| Service Writer Names To Be Added to System: Tom Lawson (T. E. Clarke Ford) | | | | | | | | | | | | | |
| 04664 | 2 | 11:00am | Jordan Ford | 609 E. Jefferson Blvd. | Mishawaka | Indiana | 46546 | 219-239-1981 | | | JORDAN | 38998738* | (219) 271-0016 |
| Service Writer Names To Be Added to System: Bill Renke Jordan Body Shop Service Writer Names to be Added to System: Vickie Anderson Jim Thompson | | | | | | | | | | | | | |
| Matt (didn't know his last name - have to put in when on site) | | | | | | | | | | | | | |

THURSDAY, OCTOBER 14, 1999

Created by: DMAYBERR